

Member Satisfaction & Experience

South Country Health Alliance (South Country) uses the results of multiple surveys to directly assess member satisfaction and experience with us as their health plan, their health care providers, and the health care services they receive. This process provides valuable insight into how we are meeting the needs of our members and where there are opportunities for improvement.

Surveys used in 2024 included a Care Coordination Satisfaction Survey, Home Care Satisfaction Survey, Health Promotion Survey, the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey, and the Health Outcomes Survey (HOS), mid-year satisfaction survey, and member services survey. Results of these surveys provide insight into members' experiences and identify opportunities to better meet members' expectations and needs. Results of the surveys are included within different sections throughout the annual quality evaluation.